1. Open your web browser and enter the following in the address field: citrix.good-sam.com

**TIP:** Do NOT enter the address in the search field (such as Google, Bing, etc)

You can also access Citrix from the Good Samaritan Society Public website (good-sam.com). On the Home page, scroll down.

Under the Resources heading, click **Citrix login**.
2. To access numerous instructional documents, click on the FAQ’s and Technical Documentation link on the Citrix Login page. When done, click the Back button to return to the login page.

3. Citrix Login page: Enter your Username and Password and click Login.

4. If you are not enrolled in Password Self Service, you will be prompted to enroll. Click the word “HERE”. If you have already enrolled, you will not see this prompt.

5. **Step 1**: Enter your username and click Submit to start the enrollment process.
6. **Step 2**: This screen notifies you that an email was sent to your email account. Your email address will display in the message.

   ![Password Self-Service Enrollment (Step 2)](image)

7. **Step 3**: Using the same computer, access your email account and open the email from password self-service. **Then click on the link in the email.**

   **TIP**: Your email account will not be a Good Samaritan email address! It is the business email address that you provided the nursing center for their Request For Access (RFA) to give you security rights to remote access.

   ![Subject: Good Samaritan Society Password Self-Service Enrollment (Step 3)](image)

8. The link in the email will lead you to the screen shown below. Click on the link “**Click HERE to Continue to Step 4**”.

   ![Password Self-Service SSL VPN](image)
9. **Step 4:** Now you are at the Good Samaritan Society Password Self-Service Portal. Click **Enroll**.

10. Follow the instructions on the screen. Click the **Next** button when done.
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11. Click **OK** to close the Success message.

12. The SSL VPN screen is still open. Click on the link again “**Click HERE to Continue to Step 4**”.

13. You will return to the Password Self-Service Portal. Click **Change Password**.
14. Enter your username and click **Next**.

15. Follow the instructions on the screen to change your temporary password to one you created.

16. Click **OK** to close the Success message.
17. Click the **red X** in the upper right corner to close this screen.

18. Close the Step 2 screen.

**Password Self-Service Enrollment (Step 2)**
You have selected to enroll in Password Self-Service.
An email from password.self.service.enrollment@good-sam.com has been sent to the following email address. You must open that email and follow the instructions in order to complete your enrollment in password self-service. The link provided in the email message will expire after 24 hours.
You may close this web browser session.
If you need assistance or have questions, please contact the Good Samaritan Society, Center for Solutions support desk at (877) 447-7237.

19. Open your web browser and enter the following in the address field: **citrix.good-sam.com**

20. Login to Citrix using your username and the new password you just created.
21. Just before reaching the Citrix Receiver page one of the following situations may occur:
   a. If Citrix is already installed on your computer, you will go directly to the Citrix Receiver page. **Skip to Step 23.**
   b. If you previously chose not to install Citrix on your computer, you will go directly to the Citrix Receiver page. **Skip to Step 23.**
   c. If Citrix is not installed on your computer, you will be presented with the option to install the Citrix Receiver. **Go to Step 22.**

22. If you are prompted to install a Citrix Receiver, you have 2 options:
   a. **Option 1:** You can ignore the install and choose "Log on" instead. This is acceptable because if you choose not to install the Citrix client, the application session will be presented in an HTML5 window instead. **Then go to Step 23.**
      i. **Note:** Not installing the Citrix client may impact the performance of the PointClickCare and Resident Spaces applications – pages may load slower.
   b. **Option 2:** You can choose to install the Citrix software. Info you need to know before installing:
      i. First you will download the software. Then you will install it. This process may take 10-15 minutes or longer, depending on the speed of your internet connection and how congested that connection is.
      ii. **Installing the Citrix client provides the best performance of the PointClickCare and Resident Spaces applications.**
      iii. *If your place of work has blocked your computer from installing applications, you will not get an error message when downloading Citrix but you will get one when you attempt to install it.
   c. **Steps to install the Citrix Receiver software:**
      i. Checkmark “I agree with the Citrix license agreement”
      ii. [Click Install]
      iii. Download the executable
      iv. After running the file choose "Install"
         - *If your place of work has blocked your computer from installing applications, you will get an error message and will not be able to install it.
      v. [Wait patiently] for the job to finish, and then choose “Yes” to restart the computer.
      vi. Then login to Citrix again.
23. If you haven’t accepted the User Agreement, the Citrix Page will display an icon labeled “Agree here, then Refresh”. Click this icon.

24. A User Agreement window will display. Read the agreement. If you agree to the terms, type your username and click the Accept button. (Type in the same username you used in Step 3 to login to Citrix.)
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25. When you return to the Citrix page you will still see the “Agree here, then Refresh” icon. Refresh the page by pressing the F5 key on your keyboard.

26. After the refresh is completed, the applications that you have been given access to will display on the Citrix page. The example below shows PointClickCare and Resident Spaces. To access an application click on it.

27. When you are done working and have logged out of the applications, the Citrix Receiver screen may still be displaying. Click on your name in the upper right corner of the screen and then click Log Off.

28. This message will display when you have logged off Citrix. You may close this message or click Log On to log back into Citrix.